

OFFICE OF MEDICAL SERVICES  
ANNUAL REPORT TO CONGRESS SUBMISSION

OMS 1983 Overview

FY 1983 was a year of challenge and managerial innovation in terms of resources and competing surge requirements. Pressure for expanded support in the selection and evaluation of applicants, particularly in the area of psychological testing, became even more intensive than in FY 1982. Safe Haven, a joint Agency/Department of State training program designed to prepare for hostile attack on American facilities overseas, continued to strain Office of Medical Services (OMS) training resources. Heavy demands by CATF in terms of "surge requirements" required intermittent and often disruptive juggling of personnel resources through the year. Also in FY 1983, "quality of service" became the rallying theme of the DDA and OMS and posed additional challenges in terms of more health services for employees. Only through postponing some initiatives, imposing restraints in expenditure rates, and extensive reprogramming was OMS able to provide the initial timely and effective support for all these requirements. Programmed resources which became available in the latter part of FY 1983 allowed OMS to more effectively meet the increased demand of applicant processing and resume some previously postponed initiatives.

For the first time in history, the FY 1984 Program Call provides OMS the means to match Agency growth. Through the use of supplemental support packages, OMS was able to submit, in a timely fashion and concomitant with its needs, the level of resources to support new initiatives which were undertaken by other Agency components. The continued need for this type of long-term planning is essential for OMS, not to mention the Agency. It ensures that OMS will receive a measure of additional resources at least commensurate with the new or expanding activities which it will have to support. With this type of planning, resources programmed in FY 1985 and subsequent fiscal years will allow OMS to meet the challenges which will confront it in supporting the Agency's mission.

I. OMS PERFORMANCE HIGHLIGHTS 1983

In FY 1983 the OMS components involved in the SELECTION AND EVALUATION of applicants and dependents continued to deliver to the Agency the highest volume of testing and medical evaluations in OMS history. The following table shows the productivity for FY 1982 and FY 1983. ✓

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Category

FY 82

FY 83

% Change

Grand Total PATB Parts I & II  
Intensive Assessments  
Clinical Evaluations  
Psychiatric Screening  
Full Psychiatric Interviews

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Including the above testing statistics, the Psychological Services Division had an overall total 40% increase in all their testing and related activities in FY 1983. Demand for intensive assessments was 18% higher in FY 1983 (858 assessments) than in record-setting FY 1982 (737 assessments). It is important to keep in mind that this type of psychological evaluation is extremely labor-intensive. This 18% increase in intensive assessment workload was very costly in terms of staff resources. Implementation of the "up-front" and "blue-ticket" PATB testing programs in FY 1983 enabled test results to be used as an early screening device for applicants seeking Agency employment. By using PATB results in an initial screening mode, the Agency avoids expending costly and time-consuming recruitment resources on applicants whose employment prospects are poor.

Development and implementation of a new optical-mark scoring system (see FY 1983 Program Call) which scores a greater variety of psychological tests, scores them faster with fewer errors, and virtually never breaks down. This system provides us the capability for computerized scoring of any and all of our tests with essentially immediate turnaround time, and as a consequence enables us to deliver test results more quickly to managers faced with hiring and placement decisions.

In FY 1983, the OPERATIONS DIVISIONS continued their subtle information program designed to increase an awareness of the variety of operations support OMS has to offer and how it can be utilized in forwarding the Agency's mission. A review of the statistics on operational support to Headquarters components (FY 1980 - 890, FY 1981 - 1,100, FY 1982 - 1,136, FY 1983 - 1,322) shows that the program is starting to pay dividends. Along these same lines, the operational support by the Regional Medical Officers (RMO) in the field has increased in quantity and quality. The assumption is that the RMOs are marketing their product better and the requirement that RMOs receive Ops training prior to overseas assignment helps them to establish themselves as an Ops team member in the field. With the anticipated increase in the Agency population overseas, it would appear our continued efforts along these lines shall be of benefit for many future years.

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[REDACTED]

Medical support to a [REDACTED] project has also been planned in FY 1983. A TDY to this site for orientation and medical recommendations was made with additional ones planned for the future. A briefing of appropriate cleared U.S. military medical personnel who will support this program was also accomplished during this trip. The design of the medical units as well as the selection of equipment, both U.S. and foreign made, was developed and requested in the latter part of FY 1983. Guidance to the project managers as to the overall medical capabilities of the project, medevac procedures and medical considerations [REDACTED] was provided.

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[REDACTED]

In FY 1983, the OMS TRAINING OFFICE continued to offer regularly scheduled CPR training (811 trained in FY 1983) twice a month and is listed in the Office of Training and Education catalog. The Training Assistant has received her EMTA certification as well as CPR Instructor Trainer credentials. This has enabled OMS to establish a cadre of 36 CPR instructors and 19 CPR providers. A program has been developed to supply Office of Communications personnel overseas with a video and slide production on CPR. Arrangements are being made for a Continuing Medical Education program for RMOs, doctors, nurses, and Medical Services Officers (MSO) utilizing external military medical facilities.

FY 1983 witnessed the completion of Phase I of the Safe Haven Emergency Medical Program. The objectives were: development of a standardized medical kit and training program; familiarization of regional medical personnel with the program; and training of a cadre of personnel at high risk posts. More than [REDACTED] people assigned to high risk posts abroad have been trained. In addition, courses were initiated [REDACTED] at the Marine Security Guard School resulting in an additional [REDACTED] trained persons currently posted throughout the world.

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In the area of HEALTH SUPPORT, increased attention to preventive medicine and occupational health produced the following accomplishments:

--Entered into cooperative study with the Department of State medical services to measure Hepatitis B prevalence in our dependent population overseas.

--Coordinated meetings with the Family and Employee Liaison Office to develop health information/education programs for our dependents.

--Started rabies immunization clinic for all employees and dependents in travel status.

--Revised and updated Medical Criteria Manual.

--Created a four-year (1980 to present) overseas morbidity data base and updated medevac data base (1967 to present). Automatic detailed reports are now generated monthly (current patterns) and quarterly (multi-year trend analysis). Extensive ad hoc analyses are also often performed.

--Designed and initiated a monitoring program for medical disability retirements (with initial database dating to 1975) and updated databases on employee deaths (1947 to present) and retiree deaths (1966 to present). Revision of these databases allow computer interface with Office of Personnel databases, annual patterns and trend analysis, and additional ad hoc analyses.

--Undertook special studies such as CIARDS overseas record, Agency health profile, role of personnel data in health monitoring, health status of NPIC, correlation of Psychological Services Division data to short-of-tour status.

--Completed and started the management "Alcohol Awareness" training program in DES&T and DDA respectively.

--Assumed responsibility for the current Agency fitness room and physical fitness program; in conjunction with the Office of Logistics, designed the new Headquarters Building fitness facilities and programmed additional out-year resources.

Other FY 1983 principal accomplishments particularly in INTERNAL OMS SUPPORT were as follows:

--Automation and information functions consolidated within the Registrar and Support Division (R&SD) as Information Management Branch.

--OMS participation in the Personnel Resources Information Management System (PRIM).

--Finalization of OMS contribution to the Emergency Action Plan.

--Administrative and processing refinements (consolidation of medical forms, etc, automation) of OMS applicant, Career Trainee, and Summer Fellows medical and psychological processing.

--Made significant gains (both in hardware and software) toward automating all OMS functions resulting in an improved database. This will allow more effective targeting of OMS resources in the future.

--Developed two rotational assignments (EEO and Office of Personnel) for one OMS secretary and one administrative assistant. This may offer both individuals career development opportunities toward professional careers.

--Coordinated and designed, in conjunction with the Office of Logistics, new medical facilities

--A course in physiology and pharmacology was designed and given to the Security Polygraph students. In addition in conjunction with the Office of Security, OMS designed a study to evaluate medical conditions and pharmacological effects on the polygraph results.

OMS believes all of the accomplishments represent no-frills, cost-effective functions which support the intelligence missions of the Agency and improve the performance and morale of the Agency's most important asset - personnel.

## II. RELATIONS WITH CONSUMERS

OMS' selection and evaluation, health and internal support personnel deal with applicants, employees, dependents, and other medical community personnel. OMS' operational divisions support the Operations Directorate and other members of the Intelligence Community. Relations with our customers in these functional areas are excellent and the service has been responsive, efficient, and timely. Two achievement awards, one American Medical Technologists Presidents Award, one Directory of Distinguished Americans for Service to Medical Laboratory Profession award, one Intelligence Commendation medal resulting from a high risk

activity [ ] one nomination for a GEICO Public Service Award, one Suggestion Award, four QSIs, and 67 letters of appreciation during 1983 attest to this statement.

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### III. FUTURE RESEARCH AND DEVELOPMENT PLANS

The challenge which OMS will face in FY 1984 is a continued growth in the Agency and requirements which will result in demands for increased services. While OMS' resource base will increase moderately, there will be continued emphasis in cost effectiveness and efficiency. The creative management concept will not only be continued but will be more vigorously applied to all OMS programs. Therefore, OMS' future research and development plans for 1984 are:

--Enhance OMS' plans and capabilities in providing operational medical support to the Intelligence Community.

--Provide high quality, readily available health support activities to employees and dependents, domestically and overseas.

--Review current medical orientation and training programs, refine existing programs, and develop programs to support the Agency mission.

--Further development of the Computer Assisted Medical Processing System (CAMPS) and determination of the feasibility of the Medical Audiovisual Information Network (MAVIN) and other advances in medical technical systems to transmit vital signs, e.g., blood pressure and EKG between bases, stations, and Headquarters.

### IV. PRESENT AND PROJECTED RESOURCE NEEDS

If OMS is to keep pace with the growing Agency, it must develop a more effective inter- and intra-directorate coordination and planning policy. It must recruit qualified and suitable OMS applicants to fill positions becoming vacant due to retirements and resignations. Modernization and developing "state of the art" techniques and technologies in selection and operational functions must be OMS' primary goals. A method must be found to retain and have readily available cleared (Security/Medical) qualified and suitable OMS applicants so that surge requirements can be met without continually jeopardizing the quality and quantity of OMS Headquarters activities. OMS must plan and systematically develop and promote an Agency physical fitness program. The purpose of the program will be to develop a healthier Agency employee who can respond with a higher degree of success to unusual and stressful requirements. Development of an expanded regional medical system manned by one Medical Officer and one Medical Services Officer in each divisional area overseas must be aggressively pursued. Although OMS' FY 1984 program has received funding and personnel increases, approval of OMS' FY 1985 program is vital and will be

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required to meet out future goals. Finally, OMS must make a concentrated effort to work with and effectively support the DDA in its quest for all levels of resources that will be required to support the Agency's rebuilding efforts.

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